



Auditel, Inc.

FINANCIAL AND BUSINESS SOLUTIONS (FABS)
FSC GROUP 520

Federal Supply Service
Authorized Federal Supply Schedule
Price List & Catalogue

General Services Administration
Contract Number: GS-23F-0218S
July 13, 2011 through July 12, 2016
520-9 Recovery Audits

Business Size
Small Business

Business Type
Women Owned

Contact
Barbara Clements
President

Contractor
Auditel Inc.
283 Cranes Roost Blvd, Suite 111,
Altamonte Springs, FL 32701
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On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA *Advantage!*, a menu-driven database system. The Internet address for GSA *Advantage!* is: <http://www.fss.gsa.gov>. For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at <http://www.fss.gsa.gov>.

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Auditel Inc. Corporate Profile

Auditel provides a range of services for telecom audit, recoveries/refunds and other related services covering order processing, analytics, and reporting to meet all telecom expense management needs of our clients.

Auditel's headquarters is based in Florida, USA, with offices in Florida, Colorado, and India. Auditel was founded by Barbara Clements in 1990. Auditel has focused exclusively on telecom expense management and audits for American Corporations and Government agencies.

Since 1993, Auditel Services have provided telecom auditing services and telecom expense management. With an office in India, our Company has the team to get the job completed.

Auditel has one of the longest track records in the telecom expense management industry. The Company researches and investigates the rules, laws, taxes, tariffs and surcharges of all the US telecom companies and other global service providers.

Auditel follows an extensive research based process examining every minute detail within telecom bills. This has been a successful model saving some clients \$10 million cumulative and over \$110 million pro forma savings on telecom spend to date.

Auditel serves a broad range of clients including Fortune 500 corporations, local, state, and federal government agencies, defense, hospitals, and mid size companies.

Auditel has a global presence with experienced CPAs, auditors and analysts. Each member of the Leadership Team has 15 to 30 years experience in telecom expense management, auditing, training, and IT services. We deliver results.

Auditel Inc. Services

Financial and Business Solutions (FABS) FSC Group 520

Special Item Numbers

520-9 Recovery Audits

Telecommunications Recovery Audits- GSA Schedule 520-9

Auditel takes telecom recovery to the next level. We identify billing mistakes, order processing errors, overcharges, tariff violations, contract non compliances, overlooked rebates and discounts, unclaimed recovery of refunds, overpayment of taxes, and other surcharges. We use our expertise to correct telecom invoices, identify any overpayments and recover credits and refunds from service providers. We file the disputes with the Service Providers and work for you to track the recovery until it is received.

Negotiating the refund of overcharges with telecommunication vendors is an often frustrating and lengthy process. Very few telecom employees are expected to have the knowledge to read and translate thousands of USOCs, various service types, and Classes of Service that make up the telecom billing charges. Auditel can determine if accurately applied Federal, State and Local surcharges and taxes have been billed, and request the refunds. There are hundreds of different billing formats, billing codes, and constantly changing rating plans, applied and changed regularly by Telecom Service Providers.

Telecom expense errors may result from incorrect rates based upon established tariffs (tariff violations), duplicate payments, pricing errors, erroneous payments (invoices paid to incorrect vendor), overlooked rebates and discounts, unclaimed recovery of refunds, overpayment of taxes, and other surcharges. Auditel process ensures all errors and tariff violations are identified and collected.

We have proven results for almost two centuries in resolving disputes and recovering refunds from service providers. Our experience, expertise & unique methodology are important, but customer service is the key to our success.

Performed under the authority of Section 354 of the National Defense Authorization Act for FY 96 (Public Law 104-106; 110 Stat. 268; 10 U.S.C. 2461), and Section 388 of the National Defense Authorization Act for FY 98.

Auditel Inc. Fees

Contingency Based Audit Recovery Fee Schedule

Annual Telecom Spend included in the Project	GSA Audit fee Includes IFF*
\$200M and Up	18%
\$100M-\$199,999.99	18.5%
\$50M - \$99,999.99M	19%
\$19M - \$49,999.99M	19.25%
\$10M - \$18,999.99M	19.5%
\$6M - \$9,999.99M	20%
\$2M - \$5,999.99M	21%
\$400,000K - \$1,999.99M	24.9%

*Fee is based on the Annual telecom spend amount included in the project

Hourly Fee Schedule

Resource Category	7/12/10 – 7/11/11	7/12/11 – 7/11/12	7/12/12 – 7/11/13	7/12/13 – 7/11/14	7/12/14 – 7/11/15	7/12/15 – 7/11/16
Telecom / Telephone Bill Data Entry	\$26.23	\$26.75	\$27.28	\$27.82	\$28.37	\$28.94
Telecom Billing Analyst I	\$43.71	\$44.58	\$45.47	46.37	47.29	48.23
Telecom Billing Analyst II	50.27	51.27	52.29	53.33	54.39	55.47
Telephone Billing Analyst II	50.60	51.61	52.64	53.69	54.76	55.85
Junior Telephone /Telecom Billing Analyst III	55.69	56.80	57.93	59.08	60.26	61.46
Telephone Billing Analyst I	56.22	57.34	58.48	59.64	60.83	62.04
Senior Telecom Billing Analyst	57.91	59.06	60.24	61.44	62.66	63.91
Senior Telephone Billing Analyst	66.34	67.66	69.01	70.39	71.79	73.22
Project Director / Manager	107.09	109.23	111.41	113.63	115.90	118.21

All Labor rate, \$ per hour

Labor Description

Project Director/Manager

Minimum/General Experience: 10-35 years experience working with Fortune 500 Companies and Government entities. Acts as client liaison and is responsible for ensuring services are efficient and timely.

Responsibility: Responsible for handling contract negotiations, billing disputes, and reviewing entire audit process to ensure highest quality before, during, and after implementation. Has authority and responsibility to identify and commit the resources required. Establishes and alters management structure to direct effective support activities. Determines the nature, timing, and extent of procedures, ensuring compliance with Firm policies.

Senior Telecom Billing Analyst

Minimum/General Experience: Two to eight years experience in accounting or auditing

Responsibility: Responsible for leading a small team of analysts. Plans and directs the telecom research and implementation work on specialized or complex tasks. Responsible for contacting the various Interexchange Carrier (IC) and Supports the Telecom Billing Analyst's. Duties include; developing solutions to specific telecom projects, supervising the overall project, requests refunds for overcharges and tariff violations, and monitors the overall telecom bill project. Participates in internal and client meetings, prepares reports and presentations, and creates custom reports as requested.

Minimum Education: Two years of college, must be in top percentage test scores in the Auditel training class

Senior Telephone Billing Analyst

Minimum/General Experience: Two to eight years experience in accounting or auditing

Responsibility: Responsible for leading a small team of analysts. Plans and directs the telecom research and implementation work on specialized or complex tasks. Responsible for contacting the various Interexchange Carrier (IC) and supporting the Telephone Billing Analyst's. Duties include; developing solutions to specific telecom projects, supervising the overall project, requests refunds for overcharges and tariff violations, and monitors the overall telecom bill project. Participates in internal and client meetings, prepares reports and presentations, and creates custom reports as requested.

Minimum Education: Two years of college, must be in top percentage test score in the Auditel training class

Telecom Billing Analyst I

Minimum/General Experience: Two years experience in accounting or auditing

Responsibility: Analyzes and audits telecom billing information using both automated and manual approaches to identify errors and discrepancies within the service providers' invoices. Verifies information and provides accurate cost reduction recommendations to the Senior Telecom Billing Analyst. Performs the hands on research required - by reviewing and analyzing all details found within each telecom billing invoice.

Minimum Education: Two years of college

Telephone Billing Analyst I

Minimum/General Experience: Two years experience in accounting or auditing

Responsibility: Analyzes and audits telecom billing information using both automated and manual approaches to identify errors and discrepancies within the service providers' invoices. Verifies information and provides accurate cost reduction recommendations to the Senior Telecom Billing Analyst. Performs the hands on research required - by reviewing and analyzing all details found within each telecom billing invoice.

Minimum Education: Two years of college

Telecom Billing Analyst II

Minimum/General Experience: One year accounting or auditing experience

Functional Responsibility: Works directly with various providers. Verifies data accuracy and submits a final report to the Senior Telecom Billing Analyst for further review and savings.

Minimum Education: Two years of college

Telephone Billing Analyst II

Minimum/General Experience: One year accounting or auditing experience

Functional Responsibility: Works directly with various providers. Verifies data accuracy and submits a final report to the Senior Telecom Billing Analyst for further review and savings.

Minimum Education: Two years of college

Junior Telephone /Telecom Billing Analyst (III)

Minimum/General Experience: Two years accounting or auditing experience

Responsibility: Analyze all the data received from Billing Analyst I and II, then process this information after ensuring all data is accurate

Minimum Education: Two years of college

Telecom / Telephone Data Entry

Minimum/General Experience: One year of data entry and/or accounting background.

Responsibility: Order service and billing records for entire audit. Enter data with a high level of accuracy, intermediate or expert level skills with MS Word and Excel, general office, and general clerical skills. Obtain and provide the before and after billing copies for invoicing. Provide assistance to the Senior Telephone and Telecom Billing Analyst.

Minimum Education: Two years of college

*All employees are required to attend and successfully complete corporate training sessions related to the job requirements.

Contractor Description

1. **Authorized Special Item Number (SIN)**
520-9 Recovery Audit
2. **Maximum order:** \$1,000,000 per SIN
3. **Minimum order:** \$300.00
4. **Geographic coverage (delivery area):** Nationwide
5. **Point of production (city, county, and state or foreign country):**
Altamonte Springs, FL
6. **Discount from list prices or statement of net price:** Government prices are net.
7. **Quantity discounts:** None
8. **Prompt payment terms:** Net 30 Days
- 9a. Notification that Government purchase cards are accepted below the micro purchase threshold (\$3,000).
- 9b. Notification that Government purchase cards are not accepted above the micro purchase threshold (\$3,000).
10. **Foreign items:** NA
- 11a. **Time of Delivery:** As negotiated between Contractor and Ordering Agency.
- 11b. **Expedited Delivery:** As negotiated between Contractor and Ordering Agency.
- 11c. **Overnight and 2-day Delivery:** As negotiated between Contractor and Ordering Agency.
- 11d. **Urgent Requirements:** As negotiated between Contractor and Ordering Agency.
12. **F.O.B. Point:** Destination.

- 13a. **Ordering Address:**
- AUDITEL INC.
283 Cranes Roost Blvd., Suite 111,
Altamonte Springs, FL 32701
- 13b. **Ordering Procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).
14. **Payment Address:**
- AUDITEL INC.
P. O. Box 916502
Longwood, FL 32791
15. **Warranty Provision:** NA
16. **Export Packing Charges:** NA
17. **Terms and Conditions of Government Purchase Card Acceptance (any thresholds above the micro-purchase level):** NA
18. **Terms and Conditions of Rental, Maintenance, and Repair:** NA
19. **Terms and Conditions of Installation:** NA
20. **Terms and Conditions of Repair Parts:** NA
- 20a. **Terms and Conditions for any Other Services:** NA
21. **List of Service and Distribution Points:** NA
22. **List of Participating Dealers:** NA
23. **Preventive Maintenance:** NA
- 24a. **Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:** N/A
- 24b. **Section 508 Compliance Information:** NA
25. **Data Universal Number System (DUNS) number:** 363059119
26. **Contractor has registered in Central Contractor Registration (CCR) database.**
Cage Code: 48F40